

Press Releases

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Press Release: Insure.com Survey Reveals 2017's Best Home Insurance Companies

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Feb. 27, 2017 (Foster City, CA) – USAA was ranked the best home insurance company in a new survey released today by Insure.com.

Respondents to the survey gave ratings for 15 leading home insurance companies in the United States for its 2017 rankings of the best companies for home insurance.

These ratings were based on insurance company factors of value for price, customer service, claims process, likelihood to recommend and likelihood to renew. The overall score is out of 100 and the ratings for price, claims and customer service are out of 5 stars.

First place: USAA

- Overall score: 97.5
- Value for price: 4.75
- Customer service: 5
- Claims processing: 4.75
- Plans to renew: 96%
- Would recommend: 92%

Second place: Chubb

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- Overall score: 90.6
 - Value for price: 4.5
 - Customer service: 4.75
 - Claims processing: 4.5
 - Plans to renew: 88%
 - Would recommend: 84%

Third place: Allstate

- Overall score: 90.3
- Value for price: 4.25
- Customer service: 4.5
- Claims processing: 5
- Plans to renew: 91%
- Would recommend: 85%

“USAA’s win as best home insurer is the highest overall category score of the entire survey,” says Penny Gusner, consumer analyst for Insure.com. “Which is even more impressive considering USAA also earned the top spot in the auto category.”

Chubb, which caters to high-end insurance needs, ranked second with high and consistent scores that show its clients are pleased with the result. Currently, the runner-up writes coverage in 31 states. Allstate came in close behind Chubb, with an overall score of 90.3, despite the nationwide insurer earning a perfect five in claims processing,

[See scores and rankings for all 15 home insurance companies in the survey.](#)

“Don’t make the mistake of forgetting about home insurance once you close the deal,” says Gusner. “While you are protecting one of your most valuable and expensive assets, your home insurance doesn’t have to cost a fortune. Shopping for a good price each year is wise, but don’t choose a home insurer on cost alone. Find out if the company has good customer service and claims processing, because if you have to deal with your home insurer once the policy is in place, these are the departments you will be contacting.”

Insure.com’s Best Home Insurance Company survey removes the guesswork from finding the best companies in the industry. In one easy view, you can compare ratings and decide from which companies you’d like to request a quote.

For more details on the survey, including company scores and rankings across categories, please see the [full feature on Insure.com](#).

Methodology

Insure.com commissioned Op4G to survey 2,039 home insurance customers nationwide in June 2016. The survey collected customer ratings for 15 leading companies in the home category. Only current customers of the insurers on our lists were surveyed, and the survey was not open to the general public on the Insure.com website.

Home insurers were ranked according to a weighted 5-point measurement of the following factors: customer service, value for price, claims process, likelihood to renew and would recommend. Weighted measurements were derived from surveyed policyholders’ rank of prioritization of these factors.

The A.M. Best ratings, discounts and coverage options noted in the survey do not affect the scores, but are provided as a supplementary resource.

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